
300.10

Contract Agency Personnel Training

Overview

Introduction

A training and development program for local WIC agency personnel is critical to maintaining quality services and managing personnel change. The training model adopted by the Iowa WIC Program addresses:

- Orientation
- Training, and
- Continuing education.

This policy describes each component of the model and delineates the responsibilities of the state WIC office and WIC contract agencies.

Note: Throughout this policy, the words personnel and employee are used to describe both staff and contract employees.

Policies and procedures

Every agency employee is expected to be familiar with applicable provisions of the Iowa WIC Program Policy and Procedure Manuals.

Maintain records for each employee

WIC contract agencies must maintain individual Training and Education Records for each employee. These records must be available for review during WIC office visits (see Policy 370.10a).

Monitoring compliance

The state WIC agency will monitor compliance by reviewing:

- Documentation of completed data system training homework submitted to the state WIC office for review,
 - Documentation of completed orientation programs during WIC office visits (see Policy 370.10),
 - Application of training and orientation information during WIC clinic visits (see Policy 370.30), and
 - Local WIC agency policies during on-site administrative reviews (see Policy 370.80).
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Overview, Continued

Training steps The following steps must be completed upon hiring new WIC staff.

Step	Action
1	Print the New Employee Training Checklist for each new employee (300.11)
2	Request a data system security token from state WIC office (330.10)
3	Complete the local agency orientation (300.10)
4	Complete the data system training including homework (300.12)
5	Register for New Employee Training Course (NETC) (300.10)
6	Complete NETC homework (300.10)
7	Attend NETC
8	CPAs attend Core Training Workshops (300.10)
9	Record training and continuing education on training and education record (300.10a)

In this policy This policy contains the following topics.

Topic	See Page
Orientation and On-the-Job Training	3
New Employee Training Course	4
Data System Training	6
Additional Required Training	7
Local Agency WIC Coordinator Training	9
Core Training Workshops	11
Continuing Education Events	13

Orientation and On-the-Job Training

Orientation program required

WIC agencies must have a written policy describing their orientation program for new employees. At a minimum, this program must include:

- An explanation of the objectives of WIC and its successes in improving the health and nutritional status of participants, including the employee's role in breastfeeding promotion and support;
- Introductions to key administrators, program directors, and co-workers;
- Discussion of job responsibilities listed in the employee's job description;
- An explanation of the agency's mission and organization;
- Agency policies, including work hours, benefits, holidays, sick leave, vacation leave, smoking policies, confidentiality, expense reimbursement policies, and office supplies;
- Civil rights training;
- An introduction to the WIC data system and equipment used on the job;
- A training plan, including the New Employee Training Course (NETC), on-the-job training, required training, and continuing education opportunities;
- New Employee Training Checklist (see Policy 300.11)

Note: See policy 360.60 regarding Hepatitis B vaccination and Tuberculin testing requirements. See policy 310.35 for requirements regarding the Staff Conflict of Interest Form.

Provide on-the-job training to all new employees

Each agency must assign experienced personnel to provide on-the-job training and support to new employees, beginning the first day of employment and continuing until the new employee is comfortable and relatively independent with job tasks. The length of time needed will depend on the experience and education of the employee and the requirements of the position. An inexperienced employee may need several weeks of in-depth training and support. This will help the new employee develop confidence and skill under the guidance of a capable co-worker or supervisor.

Purpose of on-the-job training

Although some job tasks will be learned and discussed during the NETC, personnel need more practice to become comfortable and competent with job tasks. They need feedback from their co-workers and supervisor about their performance.

Four-step approach

The four-step approach to on-the-job training is recommended. This approach facilitates learning through repetition and guided practice. The four steps are listed in the table below:

Step	Action
1	Tell employee how to do the task.
2	Show employee how to do the task.
3	Have employee do the task.
4	Review.

New Employee Training Course

Course description	<p>The NETC is a two-day course offered approximately every other month. The course provides basic program operation information through discussion and interactive activities. The number of trainees may be limited to allow ample time for questions, discussion and activities. Trainees must attend the following sessions:</p> <ul style="list-style-type: none"> • All Staff <u>AND</u> • Health Professional (CPAs, non-CPA Professionals) <u>OR</u> • Support Staff <p>The All staff session will help build a common knowledge base about program operations while emphasizing the team approach. The Health Professional and Support Staff sessions will focus on the employee's clinic responsibility with a focus on position-specific tasks.</p>
NETC attendance required	<p>All personnel who work at least 20 percent of full time for WIC must attend both days of the WIC New Employee Training Course (NETC) within the first six months of employment.</p> <p>All personnel who have access to IWIN, those with scheduler-only access, and those working less than 20% of full-time for WIC, are required to attend one day of NETC, the session for all new staff *.</p> <p>Contact the State WIC office for questions regarding the completion of NETC by other WIC staff, such as staff who have been previous WIC employees.</p> <p>*All CPAs are required to attend both days regardless of their FTE status.</p>
How to register	<p>Staff must register for NETC on the WIC Web Portal website at http://www.idph.state.ia.us/WIC/Portal.aspx.</p>
Requirements before attending	<p>Before attending the course, each employee must:</p> <ul style="list-style-type: none"> • Complete the agency's orientation program; • Accompany and observe at least one family unit during a WIC certification appointment, including all encounters with clinic staff; • Observe and work alongside a co-worker with the same or similar job responsibilities for at least one clinic; • View the new participant media program (see Policy 215.85); • Receive a security token and complete the data system homework within the training environment; and • Complete the NETC homework.

Continued on next page

New Employee Training Course, Continued

**NETC
homework**

Prior to attending NETC, new WIC staff must complete NETC homework. The NETC homework checklists titled “WIC New Employee Training Homework Checklist – Health Professionals” and “WIC New Employee Training Checklist - Support Staff” can be accessed on the WIC Web Portal at <http://www.idph.state.ia.us/WIC/Portal.aspx>. Homework completion must be verified by the WIC Coordinator prior to staff attending the NETC. The checklists must be signed by the WIC Coordinator and should be placed in the employee’s file.

**State WIC
office
responsibilities**

The state WIC office is responsible for:

- Determining the NETC training schedule and preparing and maintaining the NETC homework, session materials and presenting the sessions; and
- Monitor completion of NETC homework.

**Record
attendance**

Record information on each employee’s Training and Education Record after completion of the course.

Data System Training

Data system trainings

A tiered approach to data system training will provide a comprehensive experience for all WIC personnel. Local WIC agencies are responsible for providing:

- Local agency orientation to the WIC data system,
- Data system training homework using scripted clinic scenarios within an online training environment,
- Ability for new staff attend New Employee Training Course, and
- Ability for WIC leadership to attend New Coordinator Training.

Note: See Policy 300.12 for data system training instructions.

State WIC office responsibilities

The state WIC office is responsible for:

- Maintaining the online data system training environment,
 - Maintaining the online data system training scenarios,
 - Monitoring how much time new WIC staff spend on the online data system training environment,
 - Monitoring completion of data system training homework
 - Maintaining NETC training materials, and
 - Presenting and facilitating the sessions.
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Data system training for coordinators

Data system administration training for coordinators will be included in the New Coordinator Training. An overview of the data system, how to monitor staff utilizing the data system, and data system reports are covered.

Record attendance

Record information on each employee's Training and Education Record after completion of the course.

Additional Required Training

Training requirements

Federal regulations or state law requires some training topics. The table below lists the required training topics, who need to receive training, and when the training should be provided. The required training topics are:

- Bloodborne pathogens,
- Child abuse and dependent adult abuse, and
- Civil rights.

Topic	Who	When	Notes
Bloodborne pathogens	All employees at risk of occupational exposure to bloodborne pathogens	<ul style="list-style-type: none"> • Within the first month of employment, and • Annually thereafter 	Training records must be kept for a minimum of five years after each training event.
Child abuse and dependent adult abuse training	Mandatory child and dependent adult abuse reporters including nurses and dietitians*	<ul style="list-style-type: none"> • Orientation to abuse laws within the first 30 days of employment • Minimum 2 hour child and dependent adult abuse training using an Iowa Department of Public Health (IDPH) approved curriculum within the first six months of employment, and • Minimum of 2 hour child and dependent adult abuse training using an IDPH approved curriculum every five years thereafter 	<ul style="list-style-type: none"> • Orientation to abuse laws should list the types of abuse an employee may encounter and stress that any abuse concerns must be reported immediately to their supervisor. The orientation should be about 20-30 minutes long. • The agency must apply for an approval number, even when using curriculum already approved by the IDPH. The curriculum renewal process must occur every three years. Directions and information for these processes can be found at the following website: http://www.idph.state.ia.us/bh/abuse_ed_review.asp.
Civil rights	All employees	<ul style="list-style-type: none"> • Within the first month of employment, and • Annually thereafter 	Training materials can be found in Policy 320.50.

* References: 645 IAC Chapter 81.9(4); Iowa Code 232.2.23, 232.69, 235B.3

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Additional Required Training, Continued

Prepare Iowa Learning Management System (PILMS) training

The following training modules are required and can be completed on the Prepare Iowa Learning Management System (PILMS). The table below lists the required training topic, who needs to receive the training, and when the training should be provided. Completion of the training module will need to be recorded on the employee's Training and Education Record.

Topic	Who	When	Notes
Hemoglobin Screening: Data Collection, Assessment and Implications	CPAs	<ul style="list-style-type: none"> At the time of hire, and Every two years thereafter 	The completion of this module is also required for NETC
Recognizing Cultural Influences on Food Beliefs and Practices	CPAs	<ul style="list-style-type: none"> Within the first year of hire 	
Cross-Cultural Communication and Nutrition Assessment	CPAs	<ul style="list-style-type: none"> Within the first year of hire 	

Securing the Human

All staff using the WIC data system shall complete the "Securing the Human" security awareness training annually.

Record attendance

Record information on each employee's Training and Education Record after completion of these training events.

Additional trainings

There are additional trainings that are required before attending the NETC (found on the NETC Homework Checklists), for some of the core training workshops, and for local agency WIC Coordinators. See the specific sections in this policy regarding these required trainings.

Local Agency WIC Coordinator Training

Introduction

The Iowa WIC Program provides guidance and assistance to local contract agencies for training WIC Coordinators. This policy describes the resources and suggested activities for this training.

Training activities completed

The information below summarizes the recommended training activities for a new WIC coordinator and the recommended time frame in which they should be completed. Based on background and experience this may include:

- Local agency orientation,
 - NETC,
 - Data system training,
 - New coordinator training with state WIC staff, and
 - Vendor monitoring.
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Local agency orientation

The extent of local agency orientation needed will depend on whether the coordinator has been employed by the agency in another position prior to becoming WIC Coordinator. Local agency orientation must include:

- General training checklist as outlined in Policy 300.10a, and
 - Supervisory training including ADA/EEO policies.
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New Employee Training Course

Consult the State office on whether a new local agency WIC coordinator should attend the WIC New Employee Training Course (NETC).

Data system training

The detail required in this training will be dependent on previous experience in use of the data system in a WIC agency. The state WIC office will schedule appropriate training for a new local agency WIC coordinator. All new coordinators will receive training on:

- Data system administration,
- Clinic operating schedules,
- Data system reports,
- Referral organizations, and
- Security levels within clinic services.

Note: Lead WIC staff may also attend this training.

Continued on next page

Additional Required Training, Continued

Orientation at Iowa WIC office

An orientation at the Iowa WIC office to meet key state staff and additional training should be scheduled by the regional consultant and new coordinator within two months of the WIC Coordinator's employment. Orientation topics and key staff who should provide them are listed below.

Topic	Suggested Staff
General orientation and current issues	Bureau Chief/State WIC Director
Data and WIC program planning process	Nutrition Consultants
Nutrition services	Nutrition Services Coordinator
Breastfeeding promotion and support	Breastfeeding Coordinator
Policy and Procedure Manuals	Nutrition Consultants
Data system administrator functions	Data System Coordinator/Nutrition Consultants
Financial/Budget orientation	Program Planner
Agency contract review	Program Planner
Significant dates in the grant and funding cycle	Nutrition Consultants/Program Planner
Agency Monitoring Process	Nutrition Consultants/Program Planner

Vendor monitoring

All new WIC coordinators should accompany Iowa WIC staff in an on-site vendor monitoring visit within six months of employment. At this time state staff provide additional training in the use of food instruments and dealing with vendor concerns.

WIC Works Resource System

Completion of the course titled "The Essentials of Budgeting for Non-Finance Professionals" on the WIC Works Resource System is required at the time of hire. The WIC Works Resource System can be found at: <https://wicworks.fns.usda.gov/>.

Ongoing technical assistance

State WIC staff are available for ongoing technical assistance to all local agency WIC coordinators.

Core Training Workshops

Required attendance

Dietitians, nutrition educators and nurses providing nutrition services (functioning as a CPA) must attend the four core training workshops. Optimally, all workshops will be completed in the first year of employment. If staffing patterns at WIC clinics prevent completion of these workshops in this time frame, the WIC Coordinator must request, in writing, to their nutrition consultant, a waiver to extend the training period.

Note: Other personnel may attend. Agencies are encouraged to schedule as many nurses to attend these workshops as possible.

Core training workshop topics

Core training workshops are one-day workshops sponsored by the state WIC office for recently hired dietitians, nutrition educators, and nurses. The workshop topics are:

- Maternal Nutrition
 - Breastfeeding
 - Infant and Child Nutrition, and
 - Communication and Rapport Building
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Workshop descriptions

Each of the workshops:

- Discusses normal nutrition needs and/or communicating nutrition needs to participants,
 - Identifies resources for use in providing nutrition services, and
 - Provides continuing education units for dietitians and nurses.
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How to register

Registration information is published in the *Friday Facts* approximately six to eight weeks before each workshop.

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Core Training Workshops, Continued

Required Trainings

The following trainings should be completed prior to attending the following Core Training Workshops.

Core Training Workshop	Name of Training	Location of Training
Breastfeeding	WIC Breastfeeding Basics	WIC Works Resource System
Infant & Child Nutrition	Feeding Infants: Nourishing Attitudes and Techniques	WIC Works Resource System
Communication & Rapport Building	Motivational Interviewing: Supporting Patients In Health Behavior Change	Prepare Iowa Learning Management System. This course can also be accessed on the Eat and Play the 5-2-1 Way website at http://www.eatplay521.com/continuingEd.html

State WIC office responsibilities

The state WIC office is responsible for:

- Scheduling the workshops,
- Presenting some of the sessions,
- Arranging for other speakers for selected sessions,
- Maintaining the training materials, and
- Evaluating the workshops and revising as needed.

Record attendance

Remember to record information on each employee's Training and Education Record after completion of each workshop.

Continuing Education Events

Benefits of continuing education

Participation in continuing education events offers WIC personnel the opportunity to:

- Learn new skills,
- Expand their understanding and awareness of specific issues,
- Expose themselves to the possibility of changes in attitudes and values,
- Maintain or increase competence, and
- Maintain professional credentials.

In addition, providing regular access to quality continuing education activities can help agencies with employee retention.

All staff

All WIC staff may benefit from general continuing education opportunities including customer service, community resources, team building, outreach strategies, communication skills and developing materials.

Dietitians and nutrition educators

As a best practice, WIC Coordinators should plan for each full-time dietitian and nutrition educator to attend at least 9 hours of continuing education events per fiscal year. The number of hours planned for part-time and contract staff should be prorated according to the number of hours worked.

Nurses conducting nutrition services

Local WIC agencies that utilize registered nurses for nutrition services (functioning as a CPA) should plan for full-time nurses to attend at least 4 hours of nutrition-related continuing education events per fiscal year. The number of hours planned for part-time and contract staff should be prorated according to the number of hours worked.

Licensed health professionals

It is the individual licensed health professional's responsibility to maintain professional licensure status by meeting minimum continuing education requirements.

WIC conferences or trainings

The local WIC agency must have every discipline represented at the biannual WIC conference.

Agencies are strongly encouraged to register as many employees as their budget and clinic schedule allow for any WIC-specific trainings or conferences.

Continued on next page

Continuing Education Events, Continued

Optional events

The table below lists information about optional events.

Event	Notes
Annual breastfeeding conference co-sponsored with Iowa Health System	Agencies are strongly encouraged to send at least one staff member.
Other in-state events	<ul style="list-style-type: none"> A variety of events are available across the state. Optimally, staff will attend one event per year sponsored by an organization other than the Iowa WIC Program. <p><u>Examples:</u> Iowa Academy of Nutrition and Dietetics Annual Conference, Current Issues in Nutrition, IPHA Conference, District Dietetic Association events, breastfeeding events, etc.</p> <ul style="list-style-type: none"> Agencies are also encouraged to register support staff and nurses for meetings and seminars pertinent to their job scope and responsibilities.
Out-of-state events	<ul style="list-style-type: none"> Out-of-state conferences are an allowable training expense. However, the agency must first budget for the required in-state training events. Since out-of-state conferences are typically several days to a week long, it is advisable to limit the number of registrants from a given agency in order to maintain the clinic schedule. <p><u>Examples:</u> American Public Health Association Conference, National WIC Association Conferences, Intensive Course in Maternal Nutrition, Intensive Course in Child and Adolescent Nutrition, Academy of Nutrition and Dietetic's Food and Nutrition Conference and Expo, Society for Nutrition Education Conference, LeLeche League Conference, etc.</p>

Record attendance

Remember to record information on each employee's Training and Education Record after completion of any course or conference.